



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	All Persons Interested
2	Job Classification	SENIOR SPECIAL SERVICES REPRESENTATIVE
3	Posting Number	PN# 110634
4	Department	Houston Airport System
5	Division	Bush Intercontinental Airport
6	Section	International Services
7	Reporting Location	3700 N. Terminal Road
8	Workdays & Hours	Shift work, including rotation, weekends and holidays *
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ ESSENTIAL FUNCTIONS</u>	
	Oversees daily activities of Special Services Representatives. Schedules all International Services personnel; maintains daily work schedules and all necessary paper work. Responsible for maintaining a smooth passenger flow in the Immigration area. Plans work assignments and prioritizes work; assists the traveling public by providing general airport information and visitor information; handles and assigns VIP and patient assignments. Responsible for ordering and maintaining adequate levels of stock and supplies for all information booths. Trains subordinates and maintains employee-training manuals.	
10	<u>WORKING CONDITIONS</u>	
	Performing these duties will involve: visually observing and differentiating details, walking and standing for long periods and climbing stairs; operating city vehicles; speaking and writing clearly and effectively; adjusting to interruptions and changes; working in inclement weather and crowded areas; using two-way radios; adjusting to repetitive activities and dealing with people in tense situations; working under pressure; understanding spoken and written ideas, may be required to lift up to twenty (20) pounds. Must be willing and available to work all shifts, including rotations, weekends and holidays.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u>	
	High School Diploma or GED Certificate.	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u>	
	Two (2) years of experience working with the public or in a strong customer service function using bilingual or multilingual skills. Ability to fluently read, write and speak both English and one other language.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u>	
	Valid Class C Texas driver's license and compliance with city's policy on driving (AP 2-2).	
14	<u>PREFERENCES</u>	
	Ability to read, write and speak in a second language. Supervisory and employee scheduling experience preferred. Two (2) years of customer service experience. Computer skills using Microsoft XP Word an Excel. Excellent communications skills and the ability to maintain a professional and friendly demeanor	
15	<u>SELECTION/SKILLS TEST REQUIRED</u>	Application review and/or interview and must pass bilingual assessment.
16	<u>SAFETY IMPACT POSITION</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u>	
	Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:	
	<div>Salary Range - Pay Grade 15</div> <div>\$ 901.00 - \$ 1,086.00 Biweekly \$23,426.00 - \$28,236.00 Annually</div>	
18	<u>OPENING DATE</u>	MAY 24, 2006
19	<u>CLOSING DATE</u>	OPEN UNTIL FILLED
20	<u>APPLICATION PROCEDURES</u>	
	Only original applications, resumes and online submissions are accepted for Houston Airport System jobs, and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor or for advanced consideration submit online at: http://www.fly2houston.com .	
	Our TDD (Telephone Device for the Deaf) phone number is 713.837.9471. Candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.	
	"If you need special services or accommodation, please call 281/233-1515." The Houston Airport System Human Resources TDD phone number is 281/233-1862.	
	An equal opportunity employer	